ezytax

BLUE

portal manual

OVERVIEW

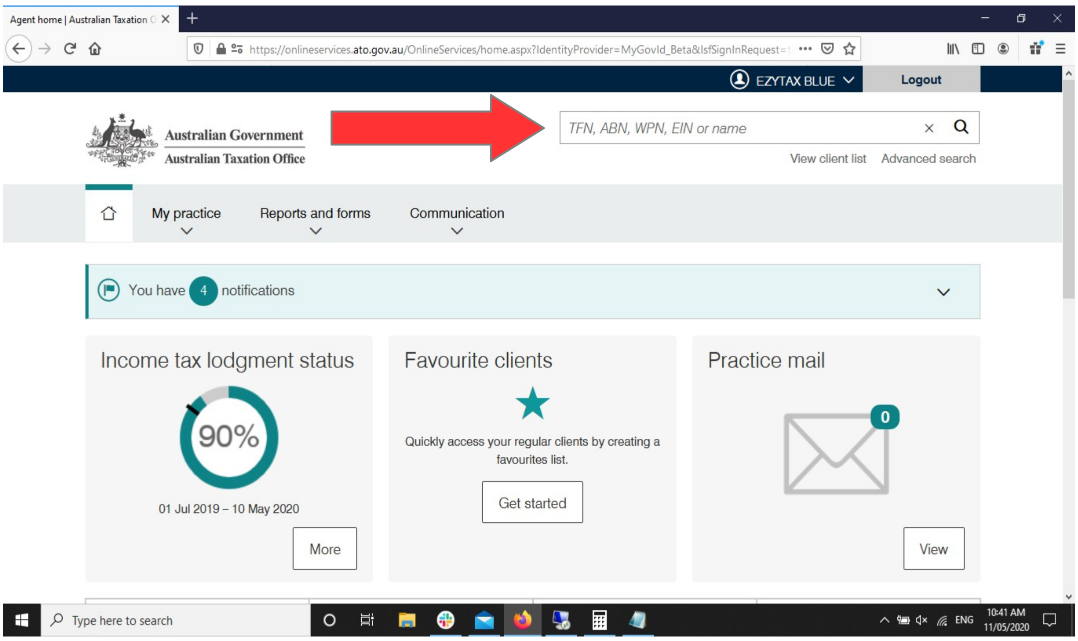
The **Tax Agent Portal** is a secure website where registered agents and their authorized staff can access a range of tools, services and information about clients' records. There is a range of useful information available on Portal including Client Accounts, Pre-fill information, Lodgment Status etc.

To access Portal simply open the web browser and visit https://tap.ato.gov.au/, which will most likely be bookmarked. Then log in using the myGovID app, **which has its own manual to explain how to set up the first time.**

Every new client that does a tax return with Ezytax should be added to the Portal database and every existing/returning client should be searched for.

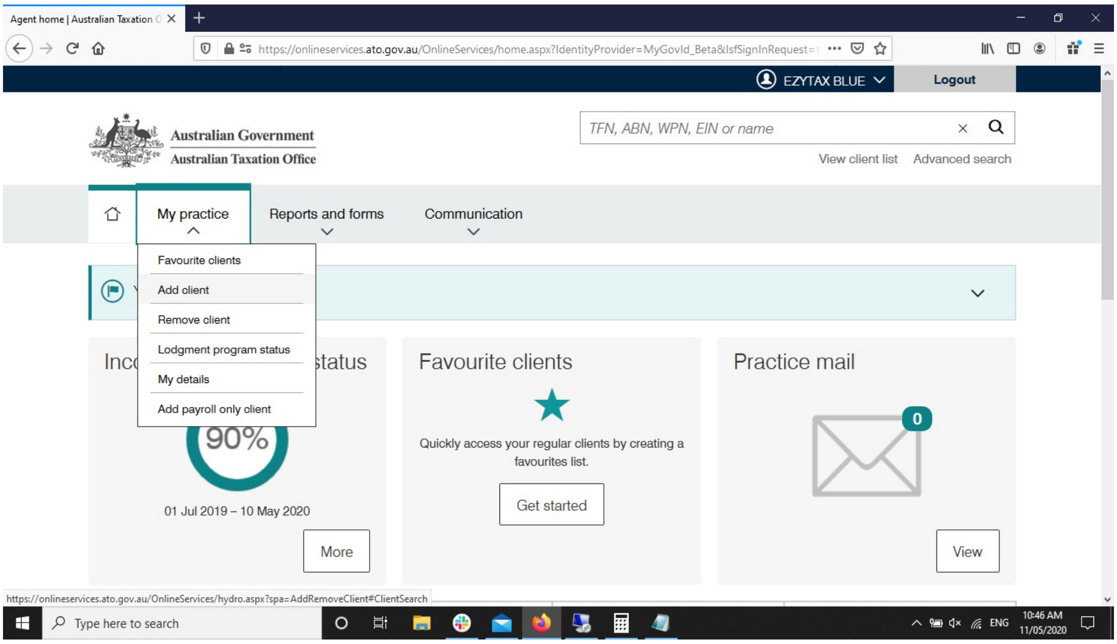
SEARCHING FOR AN EXISTING CLIENT

Searches on Portal for an existing client can be done either by **surname** or **tax file number**. Simply type the clients surname or tax file number into the search bar on the home screen:



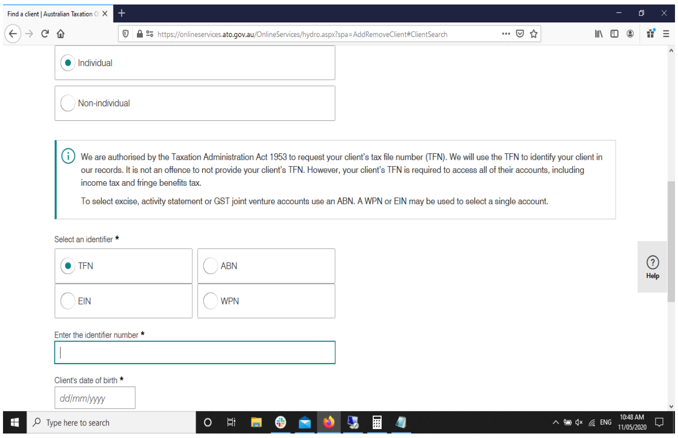
ADDING A NEW CLIENT

If the client has not visited Ezytax before or has been to another registered agent since visiting us then they will need to be added. To do this select the drop down menu under the **My Practice** tab and click **Add Client**:

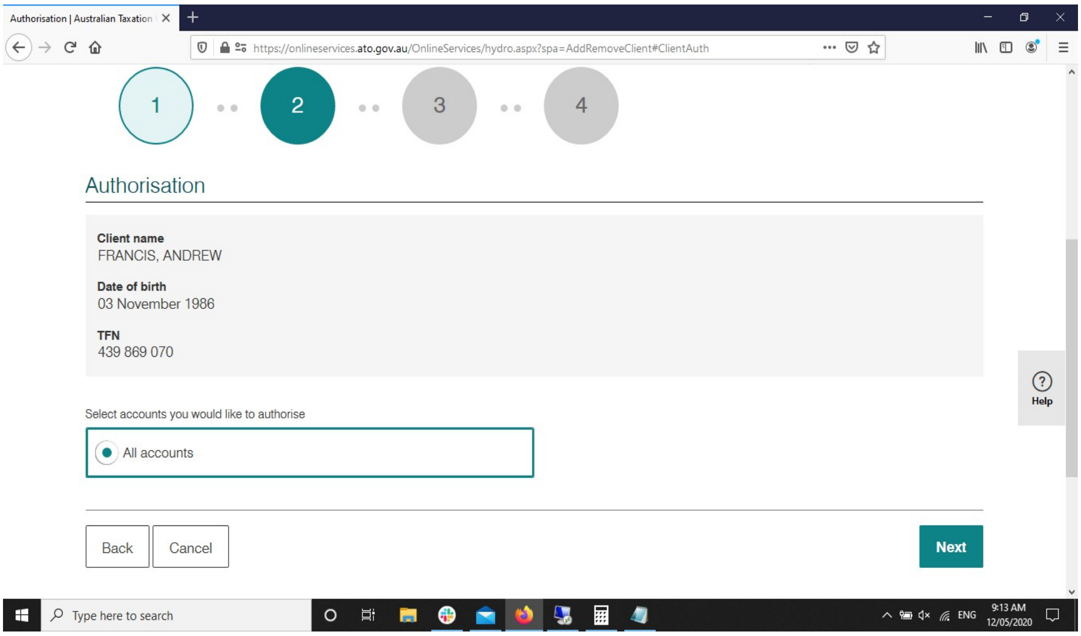


Select **Individual** and **TFN,** then type in the client's Tax File Number and Date of Birth. Click 'Search" and if found the clients name will be shown.

*(If it shows **Unknown** for the clients name and DOB the information added does not match the ATO records and needs to be corrected.)*

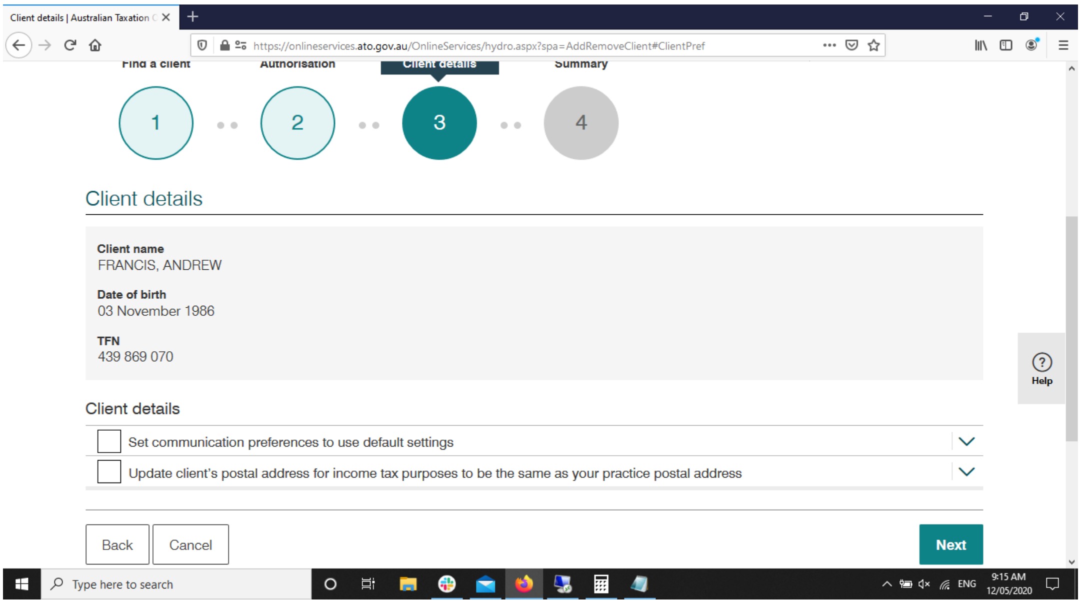


Select the tick box next to **I confirm that I have a signed authority from this client to act on their behalf** and click **Next** button in the bottom right.



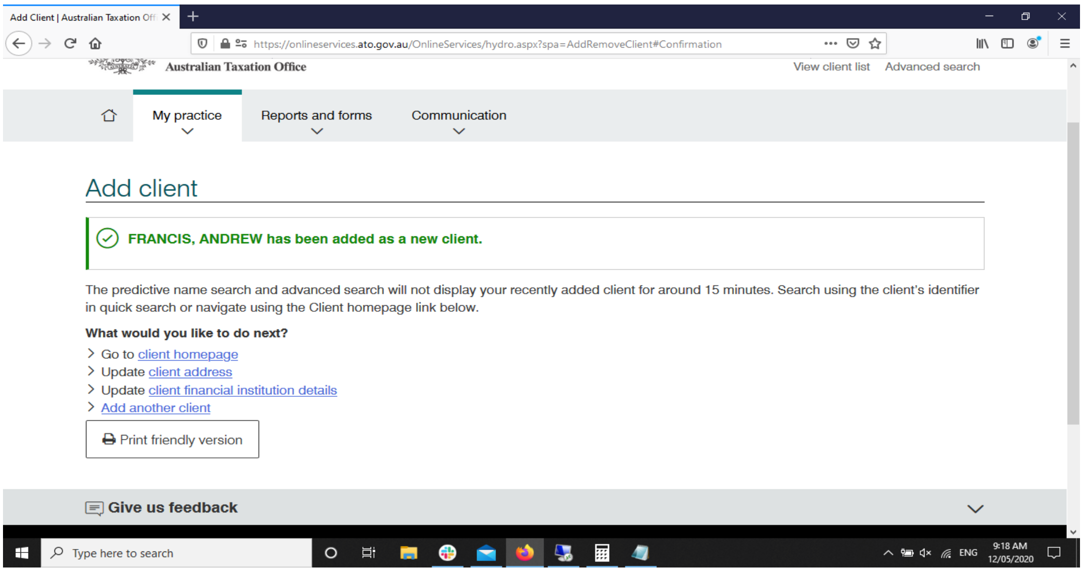
Scroll down and **ALWAYS** select **ALL ACCOUNTS**, then click **Next** button.

DO NOT TICK EITHER OPTION FOR CLIENT DETAILS. If left blank the ATO will



contact the client directly if required and not Ezytax. Click **Next** button.

On the next page simply scroll down and click the **Next** button.



The final screen shows the client has been added successfully. To access the client's information immediately click the link for **Client Homepage.**

INFORMATION AVAILABLE

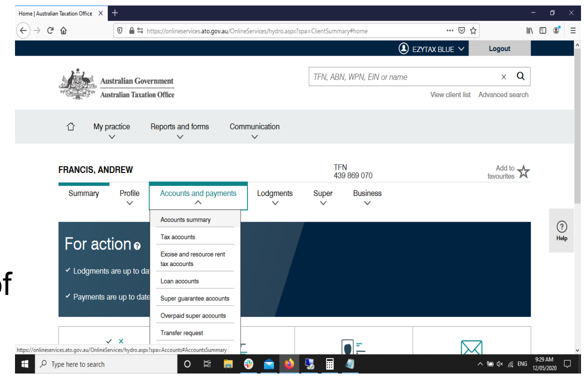
Once added to Portal all ATO information for a client will be available to view. The following is a brief explanation on the information available and most commonly used:

CLIENT HOMEPAGE:

This first page simply shows any outstanding tax returns or balances owing to the ATO.

CLIENT ACCOUNTS:

Select **Accounts Summary** from the **Accounts and Payments** drop down menu then on the next page select which account with the ATO to view. Usually the only one of interest will be **Income Tax Account.**

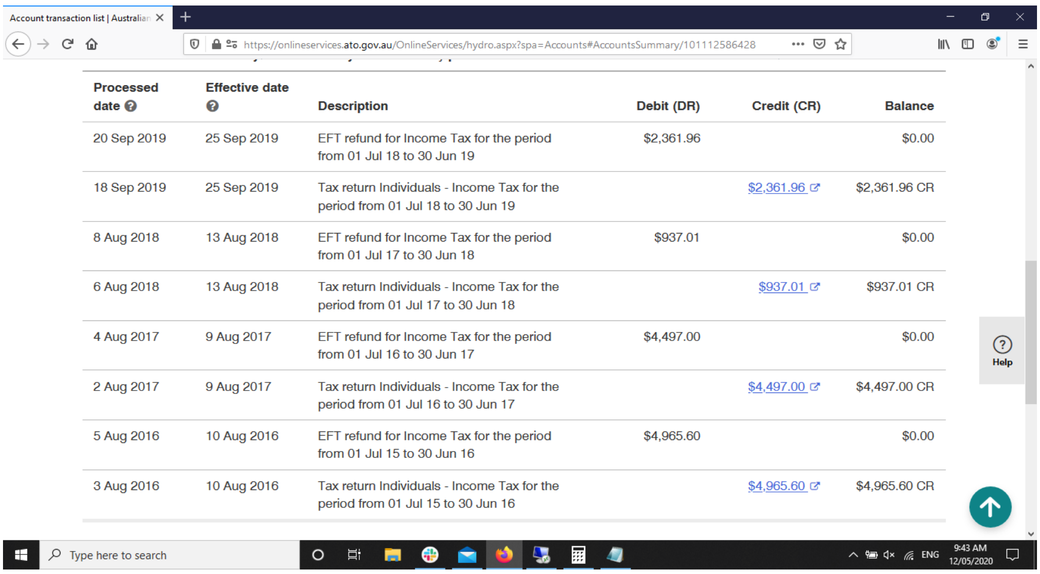


Once opened this will show all moneys in and out of the clients account with the Tax Office. It will show the dates and amounts that all previous returns were processed (money into the account) and the dates, amounts and methods for all refunds (money out of the account). This is the best way to track where a clients refund is as you can see if the return has been processed and if the refund has been sent.

In some cases it might be that the clients account is in debt, in which case the ATO will use a clients refund to pay off this debt, which will show here. Also if the client has a debt with a different Government body such as Centrelink or Child Support Agency and they have taken some or all of the refund, that will show here.

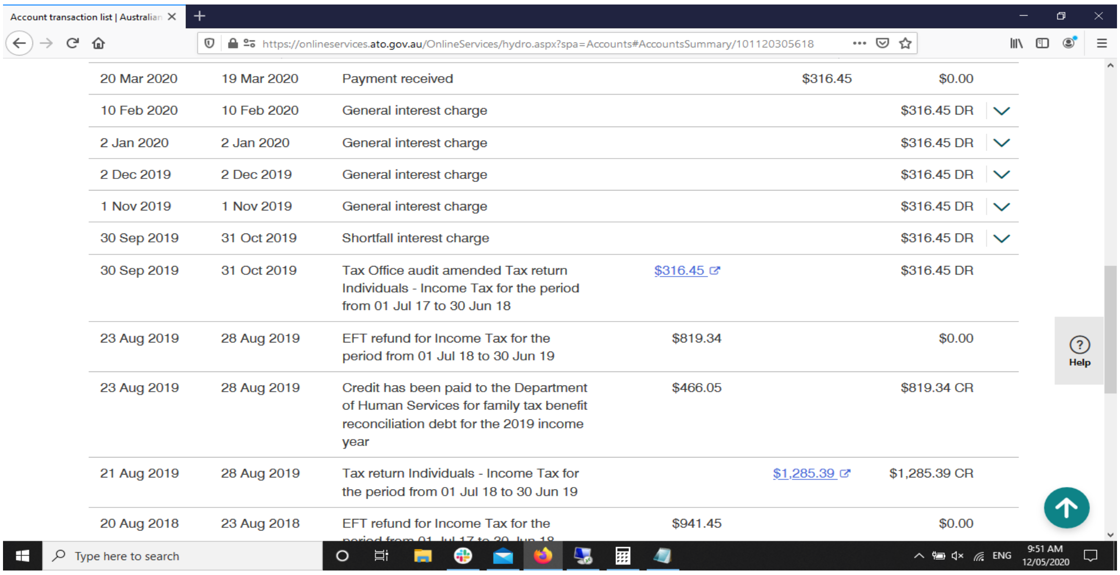
The default date range is only to show the last 2 years, so to see more history click the FILTER drop down menu on the right side and amend the YEAR in the FROM DATE box. This should be done for every client wishing to pay via Fee From Refund to ensure they have not had any debts in the last 5 years.

Client Account Examples:



Processed date	Effective date	Description	Debit (DR)	Credit (CR)	Balance
20 Sep 2019	25 Sep 2019	EFT refund for Income Tax for the period from 01 Jul 18 to 30 Jun 19	$2,361.96		$0.00
18 Sep 2019	25 Sep 2019	Tax return Individuals - Income Tax for the period from 01 Jul 18 to 30 Jun 19		$2,361.96	$2,361.96 CR
8 Aug 2018	13 Aug 2018	EFT refund for Income Tax for the period from 01 Jul 17 to 30 Jun 18	$937.01		$0.00
6 Aug 2018	13 Aug 2018	Tax return Individuals - Income Tax for the period from 01 Jul 17 to 30 Jun 18		$937.01	$937.01 CR
4 Aug 2017	9 Aug 2017	EFT refund for Income Tax for the period from 01 Jul 16 to 30 Jun 17	$4,497.00		$0.00
2 Aug 2017	9 Aug 2017	Tax return Individuals - Income Tax for the period from 01 Jul 16 to 30 Jun 17		$4,497.00	$4,497.00 CR
5 Aug 2016	10 Aug 2016	EFT refund for Income Tax for the period from 01 Jul 15 to 30 Jun 16	$4,965.60		$0.00
3 Aug 2016	10 Aug 2016	Tax return Individuals - Income Tax for the period from 01 Jul 15 to 30 Jun 16		$4,965.60	$4,965.60 CR

This account shows tax returns processed from 2016 to 2019. Once a return is processed the refundable amount is shown as a Credit CR (money in) in the clients account. Once the ATO send the refund to the clients bank account that is then shown as a Debit DR (money out).



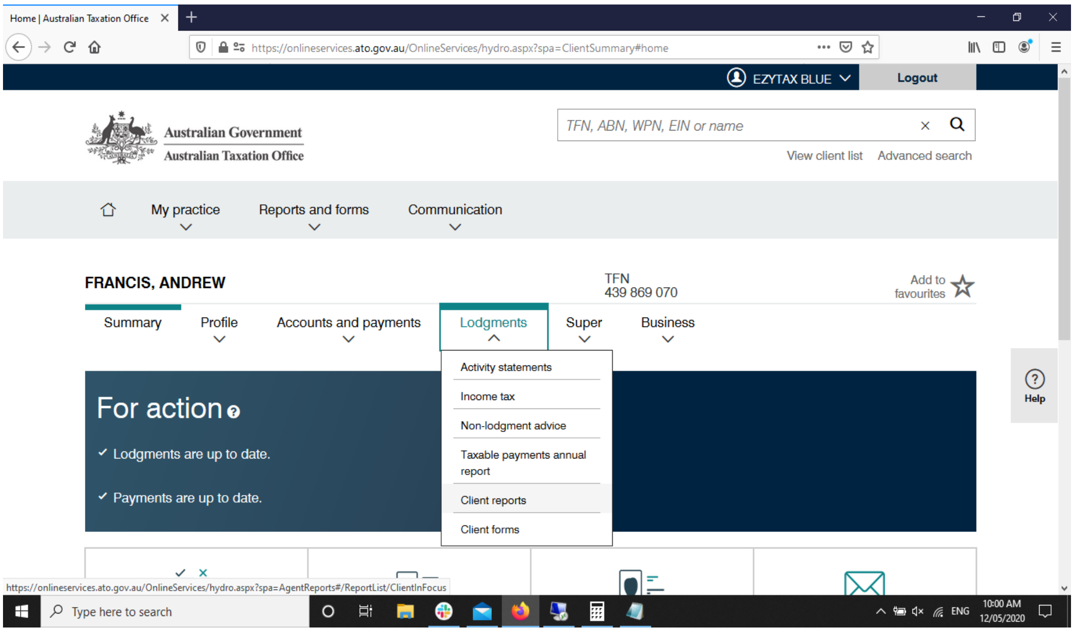
20 Mar 2020	19 Mar 2020	Payment received		$316.45	$0.00
10 Feb 2020	10 Feb 2020	General interest charge			$316.45 DR
2 Jan 2020	2 Jan 2020	General interest charge			$316.45 DR
2 Dec 2019	2 Dec 2019	General interest charge			$316.45 DR
1 Nov 2019	1 Nov 2019	General interest charge			$316.45 DR
30 Sep 2019	31 Oct 2019	Shortfall interest charge			$316.45 DR
30 Sep 2019	31 Oct 2019	Tax Office audit amended Tax return Individuals - Income Tax for the period from 01 Jul 17 to 30 Jun 18	$316.45		$316.45 DR
23 Aug 2019	28 Aug 2019	EFT refund for Income Tax for the period from 01 Jul 18 to 30 Jun 19	$819.34		$0.00
23 Aug 2019	28 Aug 2019	Credit has been paid to the Department of Human Services for family tax benefit reconciliation debt for the 2019 income year	$466.05		$819.34 CR
21 Aug 2019	28 Aug 2019	Tax return Individuals - Income Tax for the period from 01 Jul 18 to 30 Jun 19		$1,285.39	$1,285.39 CR
20 Aug 2018	23 Aug 2018	EFT refund for Income Tax for the	$941.45		$0.00

This example shows both a **Debt to Department of Human Services** and **an Amendment** done by the ATO. This shows on the 28th August the ATO processed the client's 2019 tax return for a refund of $1285.39. Due to a debt of an **UNKONWN AMOUNT** to DHS they have take $466.05 from the refund and the ATO have transferred the remaining balance of $819.34 to the client. Then as a separate issue the ATO have amended the clients 2019 tax return, which has resulted in the refund being reduced by $316.45. As the initial refund had be transferred to the client this money is now owed by the client to the ATO. It can be seen the client made a payment for the full amount on 19th March and their balance with the ATO is now $0.

Any client wishing to do Fee From Refund (FFR) must be checked here that they do not have a current debt or previous debt with the ATO or any other Government body as it could result in Ezytax not getting the fee from the refund if it is all taken.

CLIENT REPORTS / PRE-FILLS:

To access client reports select **Client Reports** from the **Lodgments** drop down menu:



Select the year required then on the next screen click the **Generate** button in the bottom right.

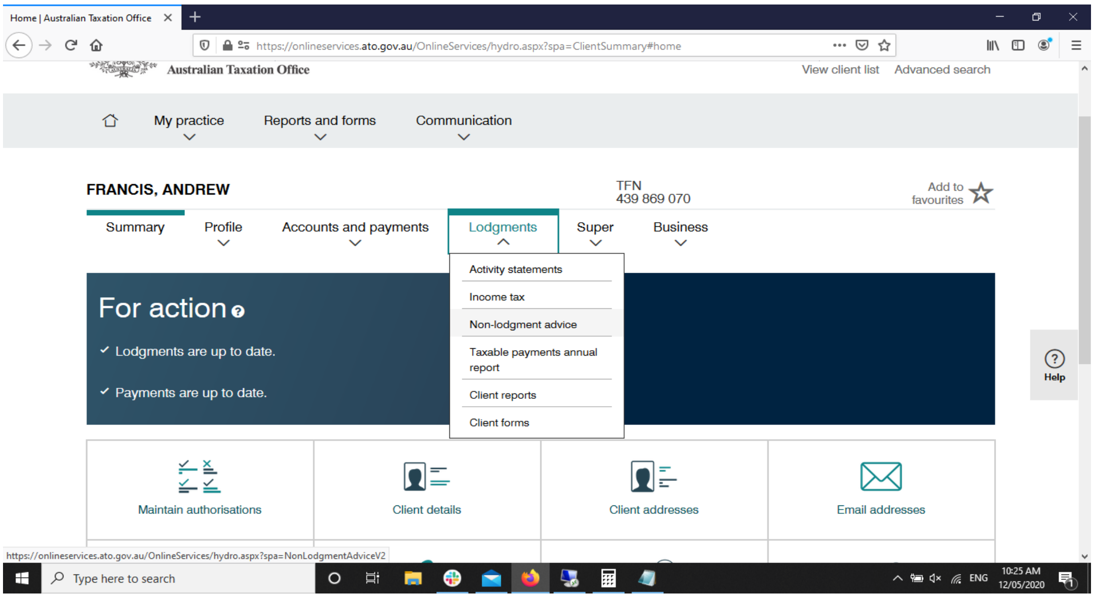
This must be VIEWED for every tax return to help prevent information not being declared. The pre-fill will show information such as Payment Summaries submitted by employers to the ATO, bank interest, Centrelink Payments, previous year deductions, HECS debts etc. **All this information MUST but put in the tax return, however it is not a guarantee that this is ALL the information.** The client must still be asked for any other income etc.

The pre-fill will also indicate if the client has any outstanding tax returns. If this is the case ask the client if they would like to complete those returns also.

NON LODGMENTS:

If a client meets the criteria to submit a Non Lodgment (Income under $18,200 and no tax withheld) this can be done through Portal.

Select **Non-Lodgment Advice** from the **Lodgments** drop down menu:

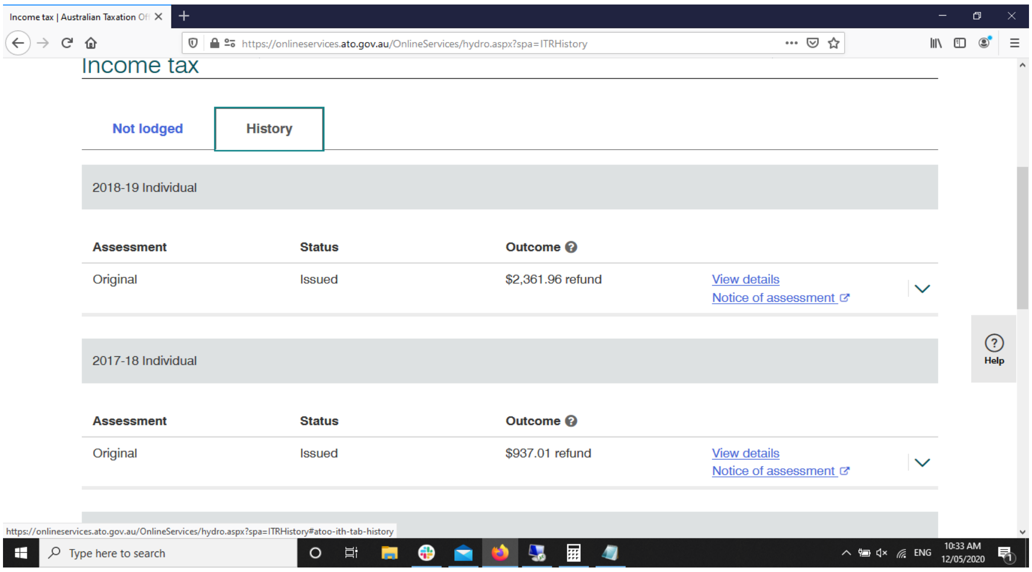


This will take you to a screen that shows all the clients outstanding years and which years are eligible for Non Lodgment. Note: if the client Prefil shows income for the financial year Portal will not allow for a Non Lodgment to be submitted.

Select the eligible years for Non Lodgement, tick the box confirming permission has been given by the client (get the client to complete a Non Lodgment Declaration) and then print the confirmation page for the client.

NOTICES OF ASSESSMENT:

To access all the previous Notice of Assessments for a client select **Income Tax** from the **Lodgments** drop down menu:



On the next screen select the **History** tab to show all previous lodged years:

To view a NOA click the **Notice of Assessment** link for the required year to view it in Adobe. From here it can be saved to the computer click **Print as PDF** from the printer drop down options. Once saved as a PDF file it can be attached to Emails etc.

This screen also gives an immediate way to check the outcomes/refunds of a Clients previous tax returns if they were not done with Ezytax. As the NOA shows total income, tax withheld and what the refund/payable amount was in previous years it is a good way to judge the return you have just proceed for the client if the outcome is not what they were expecting.

To view all the details entered into a previous tax return select the **View Details** link for the required year.

PRIOR YEAR OUTSTANDING RETURNS:

Using the Portal, **EVERY** client should be checked to ensure they have no outstanding returns. If they do have years outstanding then offer to complete these tax returns or lodge non lodgements as required. This will ensure the client does not get fined by the ATO and increased sales for Ezytax.